

BHP Mt Arthur Coal  
 Community Complaints Summary  
 Community Response Line # 1800 882 044  
 Period: Dec-19



Date	Time	From	Issue	Lodgment type	Investigation and response to caller
1/12/2019	9.30pm	Roxburgh Road	Lighting	Community Response Line	The on-coming night shift OCE was notified of the complaint and checked the positioning of the light to ensure it was re-directed away from the caller's location.
14/12/2019	7.37pm	Racecourse Road/Sheppard Avenue	General Dust	Community Response Line	Investigation revealed operations had been modified. Caller was advised of investigation and monitoring results.
18/12/2019	5.48am	Roxburgh Road	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Noise monitoring results indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
25/12/2019	3.51am	Roxburgh Road	Operational Noise	Community Response Line	Investigation revealed no unusual mining operations were occurring at the time. Noise monitoring results indicated noise levels were within regulatory criteria. Caller was advised of investigation and monitoring results.
27/12/2019	1.03pm	Thomas Mitchell Drive	Chips in vehicle windscreen from coal or rocks near coal train	Community Response Line	Investigation revealed that the coal train was not loaded at time of incident. Caller advised of investigation results.